



Federal Communications Commission
Consumer & Governmental Affairs Bureau
Washington, D.C. 20554



June 3, 2011

Jason Smathers
MuckRock
185 Beacon St, #3
Somerville, MA 02143

FOIA No. 2011-352

Dear Mr. Smathers:

This letter responds to your recent Freedom of Information Act (FOIA) request received by the Federal Communications Commission (FCC or Commission) and assigned to the Consumer & Governmental Affairs Bureau (CGB) by the Commission's FOIA Office on May 5, 2011. Your request seeks copies of all complaints received at the FCC regarding the "Trinity Broadcasting Network" (TBN) or any television show on TBN between January 2001 and the present.

Arthur Scrutchins of my staff conducted a search of the databases in which we maintain the records of informal complaints filed by, or on behalf of, consumers. The search identified fourteen complaints responsive to your request. According to the Commission's Records Control Schedule for Informal Complaints ("Records Control Schedule"), the Commission is not required to maintain informal complaints and related correspondence for more than three years after the case is closed. *See NI-173-07-1, FCC Disposition Authority*. Therefore, all complaint records prior to January 1, 2008, have been purged pursuant to the Records Control Schedule. Copies of the complaints are enclosed.

Mr. Scrutchins redacted all personal identifying information relating to the individuals who submitted or are named in the enclosed complaints or inquiries based on Exemption 6 of FOIA, which permits agencies not to disclose files that would clearly invade personal privacy.¹ Mr. Scrutchins also redacted some FCC employee names based on Exemption 2 of FOIA, which permits agencies not to disclose internal personnel rules and practices.²

The FCC receives many complaints and comments that do not involve violations of the Communications Act or any FCC rule or order. Thus, a complaint or comment does not necessarily indicate any wrongdoing by any individuals or entities named in the complaint or comment.

¹ 5 U.S.C. § 552 (b)(6); *see also* 47 C.F.R. § 0.457(f).

² 5 U.S.C. § 552(b)(2); *see also* 47 C.F.R. § 0.457(b).

FOIA and FCC rules require the FCC to charge requesters for time spent searching for and reviewing responsive documents, and for copying them.³ Based on your classification as a representative of the news media, you are responsible only for the payment of duplication costs beyond the first 100 pages. Because preparing the response to your request falls within this limit, the FCC is not charging you for processing it.

If you think this response denies your FOIA request, you may file an application for review of this decision with the FCC's Office of the General Counsel within 30 days.⁴ Both the application and envelope containing it must be marked "Review of Freedom of Information Action" and the application should refer to FOIA Control No. 2011-352.

Sincerely,



Kurt A. Schroeder
Deputy Chief, Consumer Policy Division
Consumer Governmental Affairs Bureau

Enclosures

³ 5 U.S.C. §552(a)(4)(A)(i); 47 C.F.R. § 0.470.

⁴ 47 C.F.R. § 0.461(j).

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Form Type	2000E - Media (General) Complaint		
Complaint Number	10-C00188436-1	Complaint Source	Web
Date Received	01/15/2010		
Category	Programming Issues	Subcategory	Content Criticism (PCCR)

Complainant Information

City/State/Zip	Phoenix	AZ	85009
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Complaint Information

Company	Trinity Broadcasting Network
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Call Sign	TBN
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TV Channel

City/State/Zip

Comments

Pat Robertson went on the air and said that the reason Haiti suffered the recent tragedy it did was due to the Haitians making a deal with Satan to rid themselves of the French. Pat then went and said "this is true." How does he know? Was he there? To even say something that horribly insensitive is offensive to anyone who has family there or is even of Haitian decent. Even people who have no personal connection feel for the people suffering through this tragedy, and to hear Pat Robertson say what he did shows no true compassion or humanitarianism. It was a statement born out of both hatred and ignorance, and while I am a believer in First Amendment rights, I also believe in personal responsibility, and Pat Robertson has shown absolutely no responsibility or remorse for the disgusting statement he has made, and I believe a public apology is most definitely in order.

Case Information

Control ID : CIMS00002943881	IC Number : 11-R2943881	Submission Method : Email	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : Journalism	Assigned Code Acronym :
Owner Rep Number : TSR37	Creator : [REDACTED] b2	Problem Submitted Time : 1/31/2011 8:54:39AM	Date Closed : 1/31/2011

Contact Information

Consumer's Name : UNKNOWN UNKNOWN	Phone : (000) 000 - 0000	Best Time to Call :
Address :	Address 2 :	P. O. Box :
City / State / Zip :	Title :	Fax Number :
Email : [REDACTED] b6	Company :	

Problem Description

b2 [REDACTED] wrote on 1/31/2011 8:57:11 AM :

Dear consumer: You should direct all concerns and/or comments about a specific broadcast or statement, in writing, to the local station and network involved so that the people responsible for making programming decisions can become better informed about audience opinion.

The FCC is barred by the First Amendment to the United States Constitution from trying to prevent the broadcast of any point of view, no matter how unpopular or distasteful that point of view may be to most people.

The FCC cannot interfere with a broadcaster's selection and presentation of material for the news and/or its commentary.

The Communications Act and First Amendment to the Constitution prohibit any action by the FCC that would interfere with free speech in broadcasting.

The Communications Act prohibits the FCC from censoring broadcast material, except when that material is obscene. Thank you.

Good day, or evening, depending on when this reaches you,

I am rather annoyed with the Trinity Broadcasting Network. They spin the truth and attempt to rewrite history, and furthermore, One of their branching programs, Smile of a Child, seems to be blatant proselytizing to young children, particularly those in school. I feel pushing religious values on such young children is very wrong. Please consider censoring the Trinity Broadcasting Network.

Case Information

Control ID : CIMS00002266697	IC Number : 09-WB14381703	Submission Method : Web	Status : Closed
Level One : Broadcast	Level Two : Programming Issues	Level Three : Indecent	Assigned Code Acronym : INDE
Owner Rep Number : PCC30	Creator : cgb.475	Problem Submitted Time : 10/28/2009 3:33:16AM	Date Closed : 12/4/2009

Contact Information

Consumer's Name : [REDACTED] **Phone :** (000) 000 - 0000 **Best Time to Call :**
Address : [REDACTED] **Address 2 :** **P. O. Box :**
City / State / Zip : SCOTTSDALE AZ 85255 **Title :** **Fax Number :**
Email : **Company :**

Indecency

Date of Program : 10-28-2009 **Call Sign/Channel/Frequency :** 21-0
Time of Program : 12:23 AM **City/State of Program :** Scottsdale, AZ
Network : TBN **Program Type :** TV
Name of Program/DJ/Personality/Song/Film :
 Hidden Secrets

Case Referred

Case Referral Agency : FCC/Enforcement Bureau
Referral Division/Dept. : IHD - Investigation & Hearings
Referral Date : 12/4/2009
EB/IHD Exported Case : 12/28/2009

Problem Description

My grandson and I were starting to watch a Trinity Broadcasting Network film, titled 'Hidden Secrets', which displayed a G Rating in the opening credits. During these credits there was a definitive scene showing a man holding a gun to his head, in silhouette, from the back at the very beginning of the film. The image was very graphic and up close the actor's head filled almost the entire screen. The viewer Rating for a such an image should no be 'G', for General audiences. I am very upset that suicide imagery was shown to a 'G' audience, and that my grandson had to see that. What were they thinking? I am furious!

Case Information

Control ID : CIMS00000758495	IC Number : 08-P0290382	Submission Method : Scanner	Status : Closed
Level One : Broadcast	Level Two : Programming Issues	Level Three : Profane	Assigned Code Acronym : PROF
Owner Rep Number : TSR55	Creator : cgb.eistream	Problem Submitted Time : 1/29/2008 10:26:00AM	Date Closed : 2/5/2008

Contact Information

Consumer's Name : [REDACTED] b6	Phone : (000) 000 - 0000	Best Time to Call :
Address : [REDACTED] b6	Address 2 :	P. O. Box :
City / State / Zip : DENVER CO 80219	Title :	Fax Number :
Email :	Company :	

Indecency

Date of Program : 12/30/07	Call Sign/Channel/Frequency : KTBN channel 48
Time of Program : 3:30 am	City/State of Program : Denver, CO
Network : Trinity Broadcasting Network	Program Type : TV
Name of Program/DJ/Personality/Song/Film : Commercial during Saving Grace	

Case Referred

Case Referral Agency :	FCC/Enforcement Bureau
Referral Division/Dept. :	IHD - Investigation & Hearings
Referral Date :	2/5/2008
EB/IHD Exported Case :	2/28/2008

Problem Description

use of the "Shit" word

Case Information

Control ID : CIMS00002489155	IC Number : 10-R2489155	Submission Method : Phone	Status : Closed
Level One : Telemarketing	Level Two : Unwanted Telephone Calls	Level Three :	Assigned Code Acronym :
Owner Rep Number : CTR57	Creator : [REDACTED] b2	Problem Submitted Time : 3/25/2010 2:06:31PM	Date Closed : 3/25/2010

Contact Information

Consumer's Name : [REDACTED]	Phone : [REDACTED]	Best Time to Call :
Address : b6 [REDACTED]	Address 2 : b6	P. O. Box :
City / State / Zip : PALM CITY FL 34990	Title :	Fax Number :
Email :	Company :	

Problem Description

Consumer is getting calls from a program on Trinity broadcasting network. She bought a product from someone that has a program on that channel. Since she has started to get calls from this solicitor all through the day. She has requested to be taken off the list several times. Sent unwanted call information

Case Information

Control ID : CIMS00002372994	IC Number : 10-R2372994	Submission Method : Phone	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : Freedom of Speech	Assigned Code Acronym :
Owner Rep Number : TSR27	Creator : [REDACTED] b2	Problem Submitted Time : 1/22/2010 11:22:04AM	Date Closed : 1/22/2010

Contact Information

Consumer's Name : [REDACTED] b6 Phone : (000) 000 - 0000 Best Time to Call :
Address : Address 2 : P. O. Box :
City / State / Zip : Title : Fax Number :
Email : [REDACTED] b6 Company :

Problem Description

b2 [REDACTED] wrote on 1/22/2010 11:31:55 AM :

Good morning,

To file a complaint:

You should direct all concerns and/or comments about a specific broadcast or statement, in writing, to the local station and network involved so that the people responsible for making programming decisions can become better informed about audience opinion.

Regards,
Deb CAMS 27
FCC, CGB, Gettysburg PA

User Complaint Number: 10-C00188436 User Complaint Key: 10-C00188436-1
Complaint Source: Web Added User: Consumer
Submission date: 01/15/2010

Consumer's Information:

b6 First Name: [REDACTED]
Company Name:
(Complete only if you are filing this complaint on behalf of a company or an organization.)
b6 Street Address or Post Office Box Number: [REDACTED]
b6 City: Phoenix State: AZ Zip Code: 85009
b6 Telephone Number (Residential or Business): [REDACTED] Ext:
b6 E-mail Address: [REDACTED]

Form 2000E:

- What is the name of the company that is the subject of your complaint? Trinity Broadcasting Network
- If your complaint is about a radio or television station, provide the following information:
Station call sign (e.g., "KDID," "WZUF," "KDIU-FM," "WZUE-TV"): TBN
Radio station frequency (e.g., "1020" or "88.5"): or TV channel (e.g., "13"):
Station location: City: State:

- If you are complaining about a cable or satellite operator (e.g., Comcast, Time Warner, DirecTV), provide the following

information:

Operator name:

Operator location: City: State:

4. If you are complaining about a particular program, provide the following information:

Network: TBN

Program name:

Date of program (mm/dd/yyyy):

Time of program:

5. Provide the details of your complaint, including the time, date and nature of any conduct or activity complained of and identifying information for companies, institutions or individuals involved (if not already described above):

Date (mm/dd/yyyy):

Time:

Description of Problem:

Pat Robertson went on the air and said that the reason Haiti suffered the recent tragedy it did was due to the Haitians making a deal with Satan to rid themselves of the French. Pat then went and said "this is true." How does he know? Was he there? To even say something that horribly insensitive is offensive to anyone who has family there or is even of Haitian decent. Even people who have no personal connection feel for the people suffering through this tragedy, and to hear Pat Robertson say what he did shows no true compassion or humanitarianism. It was a statement born out of both hatred and ignorance, and while I am a believer in First Amendment rights, I also believe in personal responsibility, and Pat Robertson has shown absolutely no responsibility or remorse for the disgusting statement he has made, and I believe a public apology is most definitely in order.

Case Information

Control ID : CIMS00002334396	IC Number : 10-R2334396	Submission Method : Phone	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : Freedom of Speech	Assigned Code Acronym :
Owner Rep Number : CTR10	Creator : [REDACTED] b2	Problem Submitted Time : 1/5/2010 9:38:34AM	Date Closed : 1/5/2010

Contact Information

Consumer's Name : [REDACTED] b6	Phone : [REDACTED]	Best Time to Call :
Address : [REDACTED]	Address 2 : [REDACTED] b6	P. O. Box :
City / State / Zip : [REDACTED] b6	Title : Social Worker	Fax Number :
Email :	Company :	

Problem Description

He's calling about getting a religious program off the air. Trinity Broadcasting. He wants to stop the broadcasting of this program in Canada. Jack Van Impe Ministries Presents is the title of the program. It airs on Wednesdays and Sundays. The major networks won't broadcast the program. He wants to know if any actions or complaints have been filed/taken with the FCC. He says Canadians are peace keepers. Impe uses fear and hate. He doesn't talk about peace and love. He's right wing christian propaganda. I explained our Freedom of Speech. I also offered to send him our fact sheet, but he said he would look at our website.

Case Information

Control ID : CIMS00002334402	IC Number : 10-R2334402	Submission Method : Phone	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : Freedom of Speech	Assigned Code Acronym :
Owner Rep Number : CTR10	Creator : william.elliott b2	Problem Submitted Time : 1/5/2010 9:38:34AM	Date Closed : 1/5/2010

Contact Information

Consumer's Name : [REDACTED] b2	Phone : [REDACTED]	Best Time to Call :
Address : [REDACTED]	Address 2 : -	P. O. Box :
City / State / Zip : [REDACTED]	Title : Social Worker b6	Fax Number :
Email :	Company :	

Problem Description

He's calling about getting a religious program off the air. Trinity Broadcasting. He wants to stop the broadcasting of this program in Canada. Jack Van Impe Ministries Presents is the title of the program. It airs on Wednesdays and Sundays. The major networks won't broadcast the program. He wants to know if any actions or complaints have been filed/taken with the FCC. He says Canadians are peace keepers. Impe uses fear and hate. He doesn't talk about peace and love. He's right wing christian propaganda. I explained our Freedom of Speech. I also offered to send him our fact sheet, but he said he would look at our website.

Case Information

Control ID : CIMS00002260615	IC Number : 09-R2260615	Submission Method : Phone	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Cable TV	Level Three : Program Changes	Assigned Code Acronym :
Owner Rep Number : TSR24	Creator : [REDACTED] b2	Problem Submitted Time : 10/22/2009 1:33:54PM	Date Closed : 10/22/2009

Contact Information

Consumer's Name : UNKNOWN UNKNOWN	Phone : [REDACTED]	Best Time to Call :
Address :	Address 2 : [REDACTED] b6	P. O. Box :
City / State / Zip :	Title :	Fax Number :
Email :	Company :	

Problem Description

wanted to complain about the Trinity Broadcasting Network on cable

Case Information

Control ID : CIMS00002164632	IC Number : 09-R2164632	Submission Method : Email	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : Changes	Assigned Code Acronym :
Owner Rep Number : TSR30	Creator : email.reader	Problem Submitted Time : 7/28/2009 2:15:35PM	Date Closed : 8/25/2009

Contact Information

Consumer's Name : UNKNOWN UNKNOWN	Phone : (000) 000 - 0000	Best Time to Call :
Address :	Address 2 :	P. O. Box :
City / State / Zip :	Title :	Fax Number :
Email : [REDACTED]	Company : [REDACTED]	

Problem Description

Email Subject: expressing a complaint

7/28/2009 2:27:10 PM - Email Acknowledgement sent to [REDACTED]

[REDACTED] wrote on 7/28/2009 2:15:35 PM :

Dear FCC:

I wish to express a complaint with regard to the Trinity Broadcasting Network. In my opinion, this television network is fraught with questionable moral standards with regard to fund-raising, financial management and accounting, content issues, honesty and integrity. Some of the speakers and presenters on this network make false claims, state opinion as fact, and make unjustified and unsupported statements with regard to religion, theology, philosophy and morality -- hence potentially causing harm to the general public. I sincerely question the broadcasting integrity of TBN and therefore wish to express this complaint to the FCC.

Case Information

Control ID : CIMS00001986003	IC Number : 09-R1986003	Submission Method : Email	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Cable TV	Level Three : Specific Programs / Channels	Assigned Code Acronym :
Owner Rep Number : TSR09	Creator : email.reader	Problem Submitted Time : 5/11/2009 8:27:55PM	Date Closed : 6/8/2009

Contact Information

Consumer's Name : [REDACTED] b6	Phone : (000) 000 - 0000	Best Time to Call :
Address :	Address 2 :	P. O. Box :
City / State / Zip :	Title :	Fax Number :
Email : [REDACTED] b6	Company :	

Problem Description

Email Subject: Comcast Cable

5/11/2009 8:28:58 PM - Email Acknowledgement sent to [REDACTED] b6

[REDACTED] b6 wrote on 5/11/2009 8:27:55 PM :

I am wondering why TBN Trinity Broadcast Network which is a free broadcast Station, is only available to Comcast Customers (Visalia, California) for a fee, and is not apart of the basic cable package. I am a Christian and I grew up with TBN on Free Broadcast Analog TV, and if it is free tv, then Comcast should not be allowed to charge extra for it. I feel that we are being ripped off and I feel that Comcast is being unfair by offering KNXT Ch 9 which is a Catholic Channel and is a basic cable channel, but yet they are charging for a free broadcast Christian Channel. I have contacted Comcast and they told me to contact the FCC, so I am contacting the FCC, Comcast and TBN to see how we can get this station included in basic cable.

Thank you. b6

[REDACTED] b6
Visalia, Ca 93277<http://www.tbn.org/index.php/2/2.html>Cable
COMCAST - TULARE, CA channel 230National Providers
DIRECTV channel 372
DISH NETWORK channel 260
GLORYSTAR channel 2
SKY ANGEL channel 127
Broadcast
K15CO channel 15[REDACTED] b6
Social Work & Restorative Justice Major

Social Justice,Making a difference

Matthew 6:15 But if you do not forgive men their sins, your Father will not forgive your sins.

Case Information

Control ID : CIMS00001029242	IC Number : 08-R1029242	Submission Method : Phone	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : Indecency / Obscenity	Assigned Code Acronym :
Owner Rep Number : TSR51	Creator : [REDACTED] b2	Problem Submitted Time : 7/21/2008 1:00:14PM	Date Closed : 7/23/2008

Contact Information

Consumer's Name : [REDACTED] b6	Phone : [REDACTED]	Best Time to Call :
Address :	Address 2 : [REDACTED] b6	P. O. Box :
City / State / Zip :	Title :	Fax Number :
Email :	Company :	

Problem Description

he wants a fax number to get to our supreme court

TV trinity broadcasting / there was a program in the 70 that he seen which was a biblical and have to show both sides of the equations have to state in California and in the bible it doesn't say that. He feels its going to split the church .

He is talking about the bible. An how gay people can get married.

Phone number [REDACTED] b6
Best time 10-11am

Looking jay sacula he is a Christian lawyer.

Where can I refer him to?

Case Information

Control ID : CIMS00000972286	IC Number : 08-R972286	Submission Method : Phone	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : Madalyn M O'hair	Assigned Code Acronym :
Owner Rep Number : TSR53	Creator : b2 [REDACTED]	Problem Submitted Time : 6/11/2008 1:26:47PM	Date Closed : 6/11/2008

Contact Information

Consumer's Name : [REDACTED] bb	Phone : [REDACTED]	Best Time to Call :
Address :	Address 2 : [REDACTED] bb	P. O. Box :
City / State / Zip :	Title :	Fax Number :
Email :	Company :	

Problem Description

Trinity Broadcasting station KTVW-TV had a program regarding the elimination of religious broadcasts.

Case Information

Control ID : CIMS00000871619	IC Number : 08-R871619	Submission Method : Email	Status : Closed
Level One : Broadcast Cable Satellite	Level Two : Broadcast	Level Three : General Info	Assigned Code Acronym :
Owner Rep Number : TSR62	Creator : email.reader	Problem Submitted Time : 4/9/2008 11:54:41AM	Date Closed : 5/14/2008

Contact Information

Consumer's Name : [REDACTED] b6	Phone : (000) 000 - 0000	Best Time to Call :
Address :	Address 2 :	P. O. Box :
City / State / Zip :	Title :	Fax Number :
Email : [REDACTED] b6	Company :	

Problem Description

Email Subject: TBN is it for real?

[REDACTED] wrote on 5/14/2008 6:54:30 AM :

Good Morning,

COMPLAINTS, COMMENTS, AND INQUIRIES TO THE FCC. We give full consideration to the comments and inquiries we receive about broadcasting. As stated above, we encourage you to first contact the station or network directly about programming issues. If your concerns are not resolved this way, you can mail, fax, or e-mail a complaint about a radio or TV station to us at the following address:

Federal Communications Commission
Enforcement Bureau
445 12th St., SW
Washington, D.C. 20554
Fax: (202)-418-2810
Telephone number: (202) 418-7450

You should generally include the following information in your complaint:

- (1) the call letters of the station;
- (2) the city and state where the station is located;
- (3) the name, time, and date of the specific program or advertisement in question, if applicable;
- (4) the name of anyone contacted at the station, if applicable; and
- (5) a statement of the problem, as specific as possible, together with an audio or video tape or transcript of the program or advertisement (if possible).

Please include your name and address if you would like information on the final disposition of your complaint; however, you may request confidentiality. We prefer that you submit complaints in writing, although you may submit complaints that are time-sensitive by telephone, especially if they involve safety. Please be aware that we can only act on allegations that a station has violated a provision of the Communications Act or the FCC's rules or policies.

In addition to (or instead of) filing a complaint, you can file a petition to deny an application that a station has filed, such as a license renewal application. (This is discussed earlier in the manual). For further information on filing a petition to deny an application, please consult our rules or contact an attorney. You may read our rules online on our home page at www.fcc.gov. [from MB webpage 6/8/2005]

4/9/2008 3:14:30 PM - Email Acknowledgement sent to [REDACTED]

h/b [REDACTED] note on 4/9/2008 11:54:41 AM :

Dear Sir,

I am writting about the TBN (Trinity Broadcasting Network). Is it for real?

I have many doubts about this network with all of the begging that they do.

How is this money spent?

Maybe your office should look into this. I feel that they are miss using the public air waves in the name of religion for self gain.

Thank you.

h/b [REDACTED]
Conover, NC 28613